

CHAPTER 212

POWERTRACK PROCEDURES

A. GENERAL

MRM 15 directed Reengineering of Defense Transportation Documentation and Financial processes. The directive specifically addressed reengineering billing, collection, and payment processes through transition to commercially acceptable practices. Implementation was coordinated between affected DOD installations and the commercial carrier industry. The Deputy Secretary of Defense directed the implementation of U.S. Bank's PowerTrack system to pay for transportation services. DOD contracts and voluntary tenders require the use of PowerTrack, and all DOD cargo movements must be offered only to commercial carriers who utilize PowerTrack as their billing and payment system. The DFAS Commercial Pay Business Line has the DOD lead and COR responsibilities for PowerTrack. For Navy, Naval Operational Logistics Support Center (NOLSC) has COR responsibilities for PowerTrack. A Third Party Payment System Oversight Council will be co-chaired by DFAS and the ADUSD(TP) to provide overall guidance and direction and facilitate system change requests to U.S. Bank.

B. PROCEDURES

The procedures that apply to shipments made using U.S. Bank's PowerTrack are contained in this chapter. For questions regarding these business rules, contact USTRANSCOM TCJ5-PT at DSN: 779-1985 or Commercial: 618 229-1985 and the Service representatives. Procedures are provided for the processing and payment of commercial freight shipments by all modes.

C. COMMERCIAL CARRIER PAYMENT PROCEDURES

1. This paragraph outlines the business procedures that apply to the use of PowerTrack as the commercial payment mechanism for transportation of DOD shipments. The following paragraphs detail procedures for shipment booking; documentation; accounting classification review; carrier payment approval; PowerTrack Summary Invoice certification; bank payment; user access; password and profile procedures; dispute resolution; delinquent accounts; preventative and corrective procedures; and disputed transaction procedures. Internal management controls are addressed. Rules are provided for the timing of transactions, continuation/validation requirements, exception handling, and other issues that may arise during shipment processing regarding the use of PowerTrack to pay for transportation of commercial carrier cargo. These procedures apply to the Services and Agencies. They address carrier payments and the associated accounting requirements. The use of PowerTrack enables carriers to be paid directly by U.S. Bank. The DFAS payment center reimburses U.S. Bank for payments made to the carriers on behalf of the US Government.

2. Shipment Booking.

- a. The shipper TO will enter shipment data into the automated shipper system, or, in the case of fuels shipments, through direct data entry into PowerTrack, Figure 212-1. If the shipper system is down, immediately call the system Help Desk (See Paragraph 2.b below) for instructions. The TO will manually generate a BL and enter the data directly into PowerTrack.
- b. The TO creates a shipment using their shipper system. In the case of sealift shipments, the TO generates an ATCMD, which is subsequently converted to a TCMD in IBS. PowerTrack uses either the BLOC, DODAAC, or express shipper account number to determine to which account the shipment is assigned. If needed, contact the SDDC GFM Help Desk at 800 336-4906 or the PowerTrack Help Desk at 800 417-1844 for assistance.
- c. If using carrier invoicing, it is important that the TO coordinates with the express carrier to be certain they are identifying the TO's activity correctly in transactions they send to PowerTrack. In the carrier invoicing model, the carrier provides all the shipment information to PowerTrack. If the TO does not accurately identify their activity to the express carrier, the transaction will not appear in PowerTrack.
- d. A meter ticket is the only hard copy transportation document provided to the carrier for fuels shipments. The meter ticket is used by the Defense Fuels Supply Point as back-up documentation for audit purposes. The BL is in electronic form only.
- e. When preparing the BL, the TO must enter the SCAC of the carrier to whom the shipment is tendered. SCAC information is pre-loaded into the TO's shipper system. SCACs may also be identified using the GFM ETA (web address: <https://eta.sddc.army.mil/>) Main Menu Screen by accessing the Approved Carrier List option.

NOTE: The SCAC's can be found at website: <https://tmds03.scott.af.mil/>.

This SCAC is used by PowerTrack to identify the carrier moving the shipment. Contact the SDDC GFM Help Desk at 800 336-4906 or the PowerTrack Help Desk at 800-417-1844 for assistance if unable to find the SCAC at the above website. It is important to note that prior to preparing a BL, the TO must ensure that the SCAC is included in their PowerTrack site profile as a "trading partner." Carriers not listed as trading partners will cause a BL to "suspend" in PowerTrack, or will result in the shipper system printing a BL. To add a SCAC to their PowerTrack trading partner profile, sites must call the PowerTrack Help Desk at 800 417-1844.

- f. TOs will not accept a shipment without proper supporting documentation for financial processing. At a minimum, either a TAC or Line of Accounting (LOA) with the Standard Document Number (SDN) must be provided. For most shippers, the TAC or LOA or both TAC/LOA transcribed by the TO from the source document or movement request order will be mapped and assigned in the "accounting code" field in PowerTrack and the SDN will be generated automatically during the shipment input process.

NOTE: Army and Navy units will use only TAC codes. TAC codes will be available in the Transportation Global Edit Table and will contain all associated financial data.

- g. The “Bill To:” field of the BL will contain, at a minimum, U.S. Bank - PowerTrack. For GFM/ETA users, the “Bill To:” field must contain U.S. Bank - PowerTrack, 1010 South 7th Street, Minneapolis, MN 55415. Air Force Cargo Movement Operations System (CMOS) users must ensure that the MRM 15 indicator is checked in their Commercial Carrier data screen. This will generate “USBANK” in the “Bill To:” field.

3. Documentation.

- a. The TO will print a minimum of two hard copies of the BL (or meter ticket for fuels movement): one to file, and one to give to the carrier. As noted above, a meter ticket is the only hard copy transportation document provided to the carrier for fuels shipments. The BL is in electronic form only.
- b. Manifest and pickup:
 - (1) The TO will provide a paper BL/manifest/meter ticket to the carrier at pickup.
 - (2) The electronic BL data will be transmitted from the shipper system, e.g., CMOS, GFM/ETA, or DSS, to PowerTrack no later than 24 hours after pickup.
- c. Status/Price Confirmation.
 - (1) The carrier will submit a delivery status (or notification of performance, in the case of fuels, Commercial Air Lines of Communication [COMALOC], rail or sealift shipments) to PowerTrack either electronically or manually. The carrier will perform the requested services according to the shipping instructions as specified in the BL and contracts, tenders, and FAR-based contracts. The carrier must report notification of delivery or performance of the shipment to PowerTrack before approval for payment can be made in PowerTrack.
 - (2) For locally paid accessorial services, e.g., destination charges, the carrier will bill the TO by creating an associated eBill in PowerTrack.

NOTE: An eBill is a tool in PowerTrack that is used to request a debit (Charge Buyer) or a credit (Refund Buyer).

Either party may initiate an eBill, but it will not be paid until the other party approves it. If the TO creates an eBill, the TO will cite the BL number and affix an “alpha code” to the end of the BL number, i.e., 1234A for the first eBill and 1234B for the second. Likewise, if the carrier creates an eBill, they will use their Seller Doc ID number and affix an “alpha code.” These are identified as linked eBills because the basic BL or Seller Doc ID already exists. A linked eBill will use the LOA/TAC of the original BL. Unlinked eBills are eBills without a prior existing transaction in the system. A LOA/TAC must be assigned for unlinked eBills. Unlinked eBill usage will be limited to specific needs only when an underlying BL or Seller Invoice does not exist. TOs must review eBills prior to approval. For Navy activities, administrative shipments must not be paid using PowerTrack. Administrative shipments are generally defined as shipments of materials consisting of items such as general correspondence, personnel/payroll records, laboratory samples (except for samples paid for by the Service-wide transportation fund), electronic storage media, e.g., computer tapes, floppy

discs, videos, DVDs, X-rays, publications/technical manuals not requisitioned through the supply system, blueprints or other legal, financial, contracting documents.

4. Accounting Classification Review.

- a. TOs will not accept a shipment if the shipping document does not contain a valid LOA and SDN or TAC.
- b. Fund Managers (FM) may determine, by reviewing shipment information in PowerTrack, that the LOA or TAC entered is incorrect. (For Air Force: FMs from both the local O&M transportation account and the Accounting Liaison Office will coordinate and review shipment information in PowerTrack, to ensure that the LOA or TAC is correct). If the FM determines that an LOA and SDN or TAC must be changed, the FM will contact the TO responsible for the shipment. The TO must then check with the shipper to obtain a valid LOA and SDN or TAC. Action by the TO/shipper correcting the invalid LOA/TAC must be taken within three Government Business Days (GBDs) of being contacted by the FM. Any LOA/TAC errors that are detected prior to the generation of the Summary Invoice must be corrected in the PowerTrack shipment record and documented using the PowerTrack Notes function. TOs will take advantage of the "Open Summary Invoice Preview" feature contained in PowerTrack. This feature allows the TO to review and correct the LOA/TAC to a transaction prior to release of the Summary Invoice. Errors in the LOA and associated SDN or TAC identified after the Summary Invoice has been created must be manually corrected on the Summary Invoice and documented in PowerTrack using the Notes function (See Paragraph C.6.j.(3)).
- c. The TO/shippers will respond within two GBDs to DFAS payment office inquiries. They will provide data to these offices so the payment office can complete the disbursement process to the U.S. Bank within the payment terms allowed by the Prompt Payment Act.

5. Carrier Payment Approval.

- a. Payment Requirements.
 - (1) The Services will establish maximum dollar amounts for approval of individual carrier payment. This is referred to as an approval threshold. TOs can assign each individual PowerTrack user within an office a different maximum dollar amount for carrier payment approval. If the Carrier's price on a BL shipment exceeds a user's maximum, PowerTrack will not allow that user to approve the carrier payment. For example, the TO might have a \$100K level, the freight supervisor a \$50K level, a lead freight clerk a \$30K level and a freight clerk might be limited to a \$25K level. Ensure primary and alternate individuals are designated for various thresholds. TOs must assign an individual who is not involved in payment approving and certifying processes to administer and control PowerTrack profiles. The TO must ensure that payment is approved only for the amount that is determined to be the Government's responsibility to pay.
 - (2) The carrier payment process cannot begin until there is confirmation in PowerTrack that the services have been performed. This event will be the posting of the carrier notification of delivery to PowerTrack or, in the case of COMALOC, sealift or rail shipment, notification of lift. Actual carrier payment will be based on the services requested under the BL.

- (3) U.S. Bank will not pay the carrier until notification of delivery (or lift) and TO approval are present in PowerTrack. TO approval can be via either manual or auto approval, depending upon the business rule set up in PowerTrack.

b. Automatic Approval of Payment.

- (1) Approval for payment can be made either automatically (if the Auto Approval Option is set up in PowerTrack) or manually. The Auto Approval option business rules in PowerTrack permit a shipper to set up automatic approval criteria by transaction type for each carrier. Depending upon the business rules established, shipments that fall within specific criteria, i.e., below a specified dollar threshold and within a specified tolerance (dollar range or percentage of cost), may be automatically approved for payment. This option reduces workload and allows shippers to concentrate on reviewing items that fall outside a specified range. Designated offices with the Services/Agencies will establish auto approval criteria for their accounts. TOs may assign a lower maximum automatic approval dollar amount based upon workload and carrier characteristics.
- (2) If a shipment meets the automatic approval price parameters, it will be approved for payment without TO review. If a shipment does not meet the established parameters, the TO will need to manually review the shipment data and approve payment. Specific processes are noted below under “Manual Approval of Payment”, Paragraph C.5.c.
- (3) For those shipments where full payment is contingent upon timely delivery, i.e., some Express shipments, TOs will review reports to identify late shipments that were automatically approved for payment. If an overpayment is discovered prior to the generation and certification of the Summary Invoice, the TO must generate an eBill following procedures identified in Paragraph C.9 below. If payment for a late shipment was automatically approved and the discovery occurs after the generation and certification of the Summary Invoice, the TO may attempt to recover using an eBill first. If the amount is not recovered, the TO will notify GSA, Office of Transportation and Property Management, Audit Division (FBA), 1800 F Street, NW, Washington, DC 20405-5000, who has post-payment audit responsibility. GSA will then recover these overpayments from the carrier.

c. Manual Approval of Payment.

- (1) Transactions that are not automatically approved for payment must be approved manually. Wherever possible, a separation of duties will be maintained and the person who approves carrier payment will be different from the person who created the BL.
- (2) The TO must approve payment for the amount they determine the Government is responsible to pay. Overpayments that are detected prior to the Summary Invoice being generated will be resolved using the eBill process and documented in PowerTrack Notes for the purposes of invoice certification and post payment examination.
- (3) For shipments that are approved manually, the TO must take one of the following actions within three GBDs after notification of delivery (or lift, depending upon the mode of transportation):
 - (a) Approve the payment.

- (b) Have the carrier adjust the price, and then approve the payment. (For example, if a shipment is delivered after the RDD, and the price paid is contingent on timely delivery, the TO will have the carrier adjust the price in PowerTrack prior to approval, and record the reason in a PowerTrack Note). TOs cannot adjust the billing amount in PowerTrack, only the carriers can. Upon payment approval, PowerTrack always pays the carriers the amount in the billed column.
 - (c) Place on “hold” and request additional information from carrier, using a PowerTrack Note. The carrier must respond within three GBDs. Note that placing a transaction on “hold” gives the TO an extra three GBDs to research the transaction.
 - (d) Deny payment and record the reason in a PowerTrack Note. To “deny” a bill is intended to communicate a final decision, e.g., that the TO does not intend to entertain any payment on a transaction.
- (4) Once a carrier responds on a “held” transaction, the TO has three GBDs to approve or deny payment, or to continue a “notes” exchange with the carrier until resolution is achieved.
 - (5) As noted in 5.c.(3)b above, the TO can update a transaction in PowerTrack before U.S. Bank pays the carrier, either directly in PowerTrack or as an update from the shipper system, e.g., GFM, CMOS, or DSS. In those situations where transactions are updated, the TO that approved the change must attach a Note to the transaction in PowerTrack explaining why the change was made. Notes are permanent and cannot be edited or deleted once entered in PowerTrack.
 - (6) After U.S. Bank has paid the carrier and prior to the Summary Invoice being generated, any changes to price or shipment data must be entered into PowerTrack via the eBill process.

6. PowerTrack Summary Invoice Certification.

- a. Procedures for the Certifying Officer (CO) Legislation apply. The responsibilities for CO, accountable officials, and reviewing officials are contained in the Department of Defense Financial Management Regulation (DODFMR) 7000.14-R, Volume 5, Chapter 33, Accountable Officials and Certifying Officers. A CO will be a government employee (civil service or active duty military official) supervisor who has knowledge of the subject matter, background or experience in the preparation of a voucher for payment, knowledge of appropriations and other funds and accounting classifications, and knowledge of the payment process. All COs will be appointed by the issuance of a letter of appointment and the completion of a DD Form 577, Appointment/Termination Record – Authorized Signature, Figure 212-2. The original documents must be kept on file. For Navy TOs, a CO must have an original “CO Letter of Designation as a Certifying Officer” and an original DD Form 577 on file in DFAS, Norfolk. DFAS, Norfolk will not process Summary Invoices for TOs who do not have these documents on file.
- b. TOs will assign an individual who is not involved in payment approving and certifying processes to administer and control PowerTrack profiles.

- c. The CO will utilize the Open Summary Invoice Preview to “work ahead” and start researching Summary Invoice entries in advance to speed up the certification process. Continuing to access the Open Summary Invoice Preview throughout the month will allow certification reviews to be made daily, which will spread the certification workload throughout the month.
- d. At a minimum, sites will review the Open Summary Invoice Preview no less than 48 business hours or two GBDs prior to the statement cycle date for the purpose of identifying any transactions that do not have a TAC/LOA or do not belong to the site account, i.e., “foreign transactions”. Navy TOs must review the Preview at least once a week and everyday (for the last 3 GBDs prior to cycle date) to balance administrative workload and produce an invoice that ties all shipments to the correct TACs/LOAs. Any such discrepancies must be corrected promptly. Transactions that do not belong to the site account must be reported to the PowerTrack Customer Operations Help Desk for investigation and resolution. Always obtain a service request number from the PowerTrack Help Desk in such cases. U.S. Bank will make every effort to resolve these issues before the Summary Invoice cycle occurs.
- e. If transactions not belonging to the site account (foreign transactions) are not discovered until after the Summary Invoice has been created and certified, the shipper organization/agency must notify U.S. Bank no later than 60 calendar days of the closeout of the Summary Invoice containing the disputed transactions. This notification of transaction dispute must be followed up in writing (e-mail or FAX) to U.S. Bank with a copy to the Service/Agency HQ.
- f. Errors discovered in accounting classifications can be corrected in the shipment record directly in PowerTrack up to the date of the Summary Invoice production. Any LOA or TAC conversion errors must be corrected in the PowerTrack shipment record if possible, and documented, using the Notes function. Errors identified after the Summary Invoice is created must be manually (pen and ink) corrected on the Summary Invoice, and documented in PowerTrack with a Note.
- g. The Summary Invoice must be accessed through the PowerTrack website available at (<https://www.powertrack.usbank.com/powertrack/>). The Summary Invoice will generally be available no later than two U.S. Bank business days after the end of the billing cycle. (Exception: If the billing cycle ends on a holiday or weekend, the Summary Invoice will be available not later than the third business day following the end of the billing cycle). The CO will print the Billing Statement as soon as it is available, and will stamp the actual availability date on the Summary Invoice. If the Summary Invoice is not received on time, contact the U.S. Bank Customer Operations Help Desk, at 800 417-1844.
- h. The CO must review the Account Activity noted in the upper portion of each Summary Invoice for past due amounts. DFAS will respond within three GBDs to the CO/TO. Past due amounts equate to late payments to U.S. Bank and must be resolved between the DFAS payment center and U.S. Bank. U.S. Bank considers PowerTrack accounts past due upon expiration of their contractual terms with DOD of “net payment in 15 days” and delinquent when any dollar amount is aged beyond two Summary Invoice cycles. Accounts with delinquent amounts aged beyond three cycles from the current statement cycle will be inactivated until payment is made to bring it current. While shipments can still be processed in shipper systems, and TOs will still be able to access their PowerTrack accounts and approve payments to carriers, U.S. Bank will not make those payments to the carriers until the account has been paid current and reinstated. Carrier requests to U.S. Bank for payment status will be referred to the delinquent account Service/Agency HQs.

- i. The CO will review the Summary Invoice from the U.S. Bank to ensure that it reflects the actual carrier payments and transactions posted belong to the site. These transactions can be viewed in both a “Line Level Detail” and a summary view, both in download form. The download selections of the Summary Invoice are in comma separated variable length format fully compatible with Excel or Access. The CO will accomplish a prepayment review as required by the DODFMR 7000.14-R, Volume 5, Chapter 33.
- j. The CO certifies the Summary Invoice. After signing the Summary Invoice certification form, he/she routes it through other office(s) for review if required by Service HQ, i.e., local finance Service office or higher HQ. A copy of the annotated Line Level Detail will be printed and attached to the Summary Invoice prior to forwarding to the DFAS payment center. The Summary Invoice must be sent to the DFAS payment center in sufficient time (but no later than five calendar days of the availability date) to allow DFAS to process it for payment, receive a refund for early payment, and avoid penalties under the Prompt Payment Act. (See Paragraph C.7.c) The CO will retain a copy of the certified Summary Invoice for records keeping and audit purposes. Follow Service/Agency requirements for records keeping, i.e., Army will maintain certified Summary Invoice for 76 months.

- (1) One Summary Invoice will be created per TO PowerTrack account.
- (2) Prior to certification of the Summary Invoice, the CO will review sampled LOAs and SDNs according to DODFMR 7000.14-R, Volume 5, Chapter 33, to ensure they are valid based on supporting automated documentation.
- (3) If the Summary Invoice is missing the shipper’s appropriation or the appropriation is apparently incorrect, the CO will contact the shipping customer that requested the shipment/service to resolve the discrepancy. When notified, the TO will prepare a Note in PowerTrack documenting the actions taken to establish the correct appropriation, and the CO will make manual corrections to the Summary Invoice and certification form (and supporting Line Level Detail, if required by the Service).
- (4) Designated DFAS payment centers (for addresses go to <http://www.dfas.mil/>):

Navy	DFAS-Norfolk
Marine Corps	DFAS-Columbus
Army	DFAS-Indianapolis
Air Force	DFAS-See Appendix J
DLA	DFAS-Columbus
DCMA	DFAS-Columbus

- k. For Navy activities, after submitting the Summary Invoice to DFAS via Right-Fax, TOs will also report submission of their Summary Invoice in the NOLSC Website available at <https://iridium.ois.disa.mil/powertrack> to identify method of delivery to DFAS.

7. Bank Payment.

- a. The Summary Invoice is provided in HTML format along with supporting download files. Download options are generated in comma separated variable format and are fully compatible with Excel or Access. The Summary Invoice provides an overview of account activity and transaction billing information summarized at the LOA level. Depending on Service/Agency requirements for input into the shipper system, the LOA may or may not include the SDN.

The line level detail lists all the transactions that were paid during the statement cycle and shows the carrier, BL number, date, shipment origin, destination, and freight cost. Navy TOs or certifiers will submit only the Statement Summary along with Prompt Payment Certification and Deduction, Figure 212-3, to DFAS.

- b. If the DFAS payment office receives a certified Summary Invoice with an LOA that fails edit in the entitlement system because of insufficient obligations, and all attempts to reconcile fail, DFAS will assign the Service/Agency an alternate LOA to the billed value and notify the Service/Agency HQ POC.
- c. The terms of the contract with U.S. Bank are Net 15 days. Prompt Payment Act interest begins to accrue 15 calendar days after the date the Summary Invoice is made available to the COs. It is imperative COs complete their review and certification of the Summary Invoice and ensure it is sent to the DFAS payment center within five calendar days of its availability. Additionally, there is a contractual incentive that provides the Federal Government with a rebate when all payments are made in less than 30 file turn days.

NOTE: File Turn = Average Net Receivable/(Sales in Refund Period/Days in Refund Period). File Turn is a dollar weighted measure of the length of time between U.S. Bank paying carriers for transportation services and DOD reimbursing U.S. Bank for those payments. For file turn computation, all transactions made during the previous calendar month are averaged by dollar amount and weighted by the number of days that the loans aged during the month. It is based on calendar days.

- d. The faster that payments are made to the U.S. Bank, the more refund dollars the DOD could realize. DFAS will track and distribute appropriation refunds returned to DOD via this process.

8. User Access, Password, and Profile Procedures.

a. User Access Privileges.

- (1) User access to PowerTrack will be established by the parent/Service organization at the lowest level that permits the user to accomplish his/her job. Services/Agencies must ensure a method is in place to authenticate requests for PowerTrack access before issuing passwords. User access is established according to the following general hierarchy (lowest to highest) in PowerTrack: site level, Service/Agency level, and DOD-wide level. Access may be granted as either “operational” or “view-only”.

NOTE: DOD-wide access will only be permitted in a “view-only” mode. Any request for DOD-wide access must include written justification and be coordinated with the Service/Agency POC.

- (2) Each Service/Agency will establish their respective PowerTrack system administrators. This System Administrator function is responsible for maintaining user accounts in PowerTrack’s Profile Manager tool for internal management control purposes. At a minimum, the user list must be reviewed every six months to ensure the user is still active and the level of access granted is still valid. Service POCs should disable any user account not accessed within the current quarter and establish procedures to identify and disable accounts for those personnel who PCS, separate, retire, terminate employment, or who move to positions where PowerTrack access is no longer required.

b. Password and Profile Procedures.

- (1) The User ID and password fields control the user's access to PowerTrack. The User ID issued by PowerTrack is unique to its owner and does not change. When the user account is first set up, the user receives a temporary password with instructions to change the temporary password. For security purposes, PowerTrack allows the user to change his/her password periodically.
- (2) If the user is unsuccessful after three attempts to log on, PowerTrack will automatically disable the User ID and password, and the user must contact their PowerTrack system administrator to reset the password for the User ID before being allowed to log on again. Services/Agencies must ensure procedures are in place where system administrators authenticate the user's identity prior to reinstating an account.
- (3) Users must be briefed on the importance of protecting their User ID and password, to include the requirement to report any suspicious activity, fraud, waste and abuse. Users are strictly prohibited from sharing user ID/password information with anyone for the purposes of accessing PowerTrack. Users must employ computer security measures and never leave the workstation unprotected while logged in. PowerTrack employs an automatic logout feature for inactive workstations to assist in this area. If PowerTrack detects no activity for 60 minutes in a current session, the user will automatically be logged out and will need to reenter User ID and password to reactivate PowerTrack.
- (4) The user profile identifies PowerTrack users, creates User IDs and passwords, and determines approval levels, approval level amounts, operation filters (what the user can see and modify) and data filters.

NOTE: The PowerTrack system administrator appointed at each TO to administer and control PowerTrack profiles will not be involved in the payment approving and certifying process with PowerTrack.

9. Dispute Resolution.

a. The following guidelines will be followed regarding the creation of eBills for resolving under/overpayments:

- (1) A carrier may make a price adjustment before payment is approved in PowerTrack. The carrier will explain the reason for that adjustment in a PowerTrack Note. If the carrier payment has already been approved, the carrier may submit an eBill up to 16 months after payment. A billing dispute must first go through the eBill process before requesting a price adjustment using the dispute process available through the dispute resolution office, i.e., SDDC Operations Center or AMC Contracting. At a minimum, a request to the SDDC Operations Center must include: POC information (name, phone number, e-mail address), origin BLOC, BL number, Shipment Routing ID (from service shipper system), and statement of the problem or issue. The request may be e-mailed to CostQuestions@sddc.army.mil or mailed to the SDDC Operations Center, SDG3-GD-CS, 661 Sheppard Place, Ft Eustis, VA 23604-5000, DSN: 826-7481; Commercial: 757 878-7481. If this action fails to resolve the dispute, the final level of dispute adjudication will be the GSA, Office of Transportation and Property Management, Audit Division (FBA), 1800 F Street, NW, Washington, DC 20405-5000. Price disputes that cannot be resolved by the AMC contracting officer will be forwarded to the General

Services Board of Contract Appeals, 1800 F Street NW, Washington, DC 20405-5000 for resolution.

- (2) Either the TO or the carrier can submit an eBill. After the eBill is submitted to PowerTrack, the other party will have three GBDs to respond.
 - (3) The TO must take one of the following actions within three GBDs of receiving an eBill from the carrier:
 - (a) Approve payment.
 - (b) Deny payment (remarks documented in a PowerTrack Note required indicating why payment was denied).
 - (c) Hold payment (remarks required requesting clarification or more information).
 - (4) The carrier must take one of the following actions within three GBDs of receiving an eBill from the TO:
 - (a) Approve for credit.
 - (b) Deny credit (remarks using the Notes function to indicate why credit was denied).
 - (c) Hold credit (remarks using the Notes function required requesting clarification or more information).
 - b. When the TO or carrier creates an eBill, reference will be made to the original BL (or carrier shipment) number or the user will append sequential letters to the BL (or carrier shipment) number for each eBill created. For example, if the BL (or carrier shipment) number is MC9912345, the first eBill will be assigned the identifier of MC9912345A, the second eBill will be assigned the identifier of MC9912345B, etc.
 - c. Price disputes that cannot be resolved between the TO and the carrier after 60 days will be forwarded to SDDC Operations Center (or the AMC Contracting Officer for COMALOC disputes) for resolution. Follow procedures identified in Paragraph C.9.a above.
 - d. Any adjustments in the original payment estimate must be documented in a PowerTrack Note for the purposes of invoice certification and post payment examination.
10. U.S. Bank Escalation Process for Delinquent Accounts.
- a. PowerTrack accounts are considered “past due” if not paid within 15 days of invoice and will be considered delinquent when any dollar amount has aged two cycles from the current statement cycle. Due to the “net 15 day” terms for PowerTrack, meaning net amount due by 15 days, the first “late” period is labeled as 15 days, with 30-day sequencing after the first period.
 - b. Service/Agency HQ will use on-line reports available in PowerTrack to resolve all past due amounts on their buyer accounts, with immediate action required on any with amounts in, or above, 75 days past due status. When an account moves into the 75 days past due status (three cycles), U.S. Bank will notify the Service/Agency HQ focal point for accelerated

action to bring the account back into a current status before the expiration of the current cycle.

- c. When an account moves into the 105 days past due status (four cycles), it will be suspended by U.S. Bank until payment(s) is/are received to bring it current.

NOTE: The PowerTrack system will appear to work as normal on a suspended account. Shipments can still be processed; however, carriers will not be paid by U.S. Bank.

- d. When requested by the Services, exceptions may be granted by U.S. Bank in extenuating circumstances (i.e., national emergencies, natural disasters). Extensions to the 105 day past due deadline may also be granted on a case-by-case basis. Evidence of progress (i.e., payments received) must be provided as well as a documented plan of remediation for any delinquent balances.

11. DOD Preventative and Corrective Procedures:

- a. Shipper Sites/TO Action: Review Summary Invoice under the Account Activity section for any Past Due Amount identified and work with the DFAS counterpart to resolve issues affecting disbursement on the account (i.e., invalid LOA, manual corrections erroneously made on Summary Invoice). Sites will accrue Prompt Payment-interest penalties assessed by DFAS for all amounts shown in this area. Aggressively follow up with the DFAS POC and U.S. Bank (Customer Operations Help Desk, 1-800-417-1844) to ensure payments are made and posted once issues are resolved.
- b. Service/Agency HQ Action: Randomly review Summary Invoices on accounts under their jurisdiction. Provide oversight and assistance to ensure past due amounts/accounts are paid.
 - (1) When notified that accounts have amounts in, or above, the 75 days past due status, take action to ensure the account is brought current before expiration of the current cycle.
 - (2) Notify shipper site that when their account moves into the 105 days past due status (four cycles), it will be suspended until payment(s) is/are received to bring it current.
- c. DFAS Payment Center Action:
 - (1) If invalid/erroneous LOAs are used, and DFAS cannot resolve LOAs with Services within three GBDs, DFAS will apply the alternate LOA to pay U.S. Bank within payment terms.
 - (2) DFAS POC will work with shipper site/HQ POC to resolve problems, following guidelines established in their Interim Manual Operating Procedures.
 - (3) HQ DFAS will assist to resolve payment center issues and notify the Office of the Secretary of Defense, Comptroller, of unresolved issues.
- d. U.S. Bank Action: Once accounts have been paid current, they will be reactivated immediately by U.S. Bank.

12. DOD Disputed Transaction Resolution Procedures:

- a. A disputed transaction is a PowerTrack transaction which the shipper TO (account holder) has identified as not originating at his/her location and not belonging to his/her account. The shipper Service/Agency HQ will serve as the focal point for disputing transactions on a shipper's Summary Invoice. Responsibilities include:
 - (1) Reporting disputed transactions to U.S. Bank,
 - (2) Tracking disputed transactions,
 - (3) Assisting shipper site in resolving disputed transactions, and
 - (4) Analyzing and monitoring U.S. Bank actions on transaction disputes.
- b. Procedures: Shipper sites with active PowerTrack account(s) will review their on-line "Open" Summary Invoice frequently during each period. At a minimum, sites will review the "Open" invoice no less than two GBDs prior to the statement cycle date. For Navy, review of "Open Invoice" will be done at least once a week and daily starting 3 days prior to the end of the cycle. The shipper site will identify, document, and report any "foreign transaction" to the PowerTrack Customer Operations Help Desk for resolution. U.S. Bank will make every effort to resolve a disputed transaction before the cycle date occurs. If U.S. Bank cannot resolve the issues before statements are issued, the following steps will be used:
 - (1) When disputed transactions are identified after the Summary Invoice has been generated but before it has been certified, the CO must identify the disputed transactions and adjust totals accordingly, prior to certifying the document. Reference Chapter 33 of Volume 5 of the Department of Defense Financial Management Regulation (FMR) 7700.14-R, regarding CO liability. Report the discrepancy immediately to U.S. Bank as noted above, with an information copy to the shipper site Service/Agency HQ.
 - (2) If the discrepancy is not discovered until after the Summary Invoice has been certified, the shipper site must notify their Service/Agency HQ and U.S. Bank no later than 60 calendar days of the closeout of the Summary Invoice containing the disputed transaction(s). Notification must be made by calling the PowerTrack Help Desk at 800 417-1844 and must be followed up in writing (FAX or e-mail) to: U.S. Bank PowerTrack Customer Operations, 1010 South 7th Street, Minneapolis MN 55415, with a copy to the Service/Agency HQ (either FAX or mail).
- c. U.S. Bank will not suspend any account for amounts in dispute.

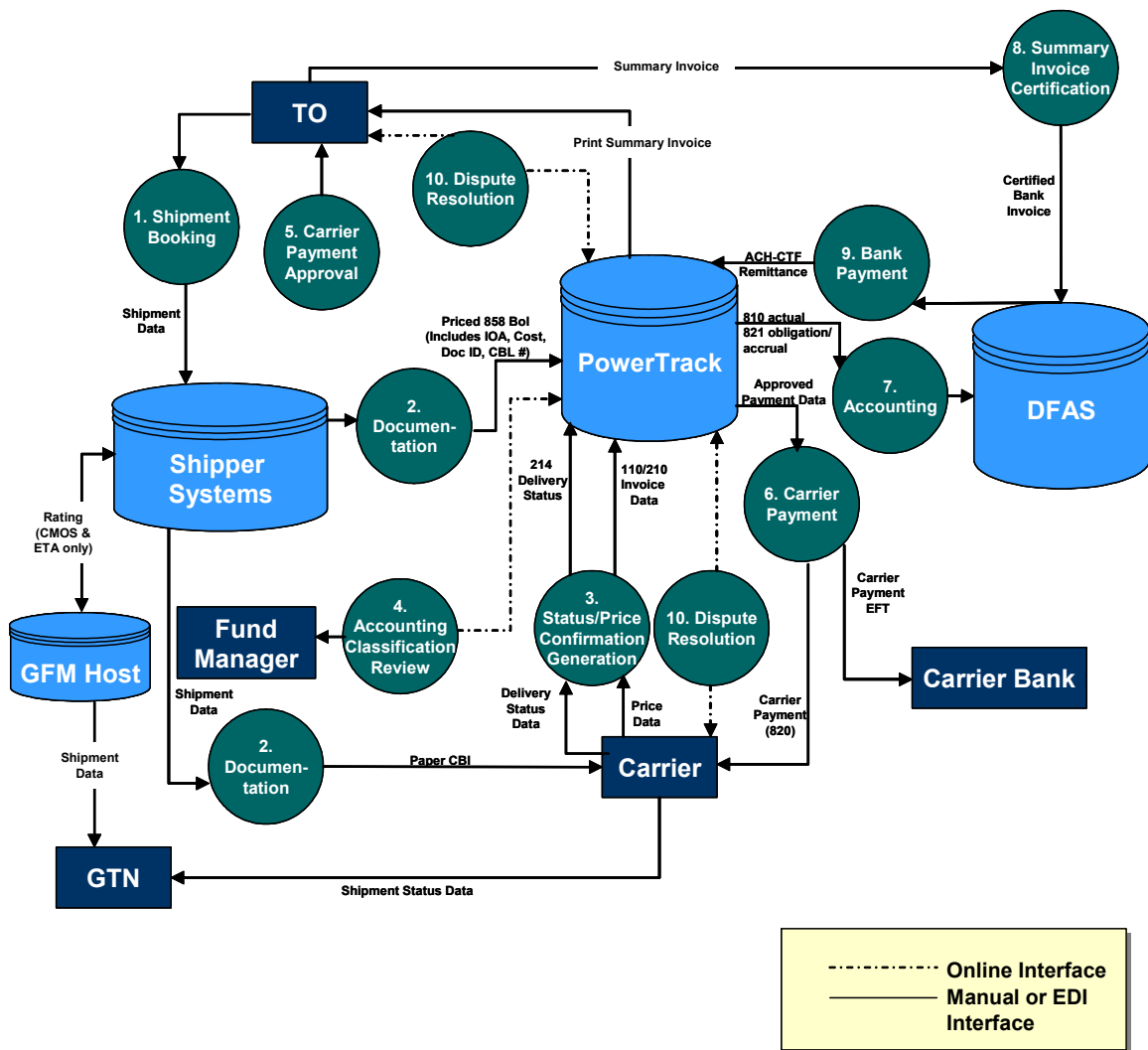


Figure 212-1. Commercial Payment Process Flow Diagram

APPOINTMENT/TERMINATION RECORD - AUTHORIZED SIGNATURE <i>(Read Privacy Act Statement and Instructions before completing form.)</i>			
PRIVACY ACT STATEMENT			
AUTHORITY: E.O. 9397, 31 U.S.C. §§ 3325, 3528, DoD Financial Management Regulation, Vol. 5, Chapter 33, and DoDD 7000.15, DoD Accountable Officials and Certifying Officers. PRINCIPAL PURPOSE(S): To maintain a record of certifying and accountable officers' appointments, and termination of those appointments. The information will also be used for identification purposes associated with certification of documents and/or liability of public records and funds. ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. § 552a(b) of the Privacy Act of 1974, as amended. It may also be disclosed outside of the Department of Defense (DoD) to the the Federal Reserve banks to verify authority of the accountable individual to issue Treasury checks. In addition, other Federal, State and local government agencies, which have identified a need to know, may obtain this information for the purpose(s) identified in the DoD Blanket Routine Uses published in the Federal Register. DISCLOSURE: Voluntary; however, failure to provide the requested information may preclude appointment.			
SECTION I - FROM: COMMANDER/APPOINTING AUTHORITY			
1. NAME <i>(First, Middle Initial, Last)</i>	2. TITLE	3. DOD COMPONENT/ORGANIZATION	
4. DATE <i>(YYYYMMDD)</i>	5. SIGNATURE		
SECTION II - TO: APPOINTEE			
6. NAME <i>(First, Middle Initial, Last)</i>	7. SSN	8. TITLE	
9. DOD COMPONENT/ORGANIZATION		10. ADDRESS <i>(Include ZIP Code)</i>	
11. TELEPHONE NUMBER <i>(Include Area Code)</i>		12. EFFECTIVE DATE OF APPOINTMENT <i>(YYYYMMDD)</i>	
13. POSITION TO WHICH APPOINTED <i>(X one)</i>			
<input type="checkbox"/> CERTIFYING OFFICER <input type="checkbox"/> ACCOUNTABLE OFFICIAL <input type="checkbox"/> OTHER <i>(Specify)</i>			
14. YOU ARE HEREBY APPOINTED TO SERVE IN THE CAPACITY SHOWN ABOVE. YOUR RESPONSIBILITIES WILL INCLUDE:			
15. YOU ARE ADVISED TO REVIEW AND ADHERE TO THE FOLLOWING REGULATION(S) NEEDED TO ADEQUATELY PERFORM THE DUTIES TO WHICH YOU HAVE BEEN ASSIGNED: DoDFMR, Vol. 5, chapter 33;			
SECTION III - ACKNOWLEDGEMENT OF APPOINTMENT			
I acknowledge and accept the position and responsibilities defined above. I understand that I am strictly liable to the United States for all public funds under my control. I have been counseled on my pecuniary liability and have been given written operating instructions. I certify that my official signature is shown in the box below.			
16. PRINTED NAME <i>(First, Middle Initial, Last)</i>		17. SIGNATURE	
SECTION IV - TERMINATION OF APPOINTMENT			
	The appointment of the individual named above is hereby revoked.	18. EFFECTIVE DATE <i>(YYYYMMDD)</i>	19. APPOINTEE INITIALS
20. NAME OF COMMANDER/APPOINTING AUTHORITY	21. TITLE	22. SIGNATURE	

DD FORM 577, JAN 2004

PREVIOUS EDITIONS ARE OBSOLETE.

Figure 212-2. DD Form 577, Appointment/Termination Record – Authorized Signature

**INSTRUCTIONS FOR COMPLETING
APPOINTMENT/TERMINATION RECORD - AUTHORIZED SIGNATURE**

This form may be used to:

1. Appoint certifying officers. Certifying officers are those individuals, military or civilian, designated to attest to the correctness of statements, facts, accounts, and amounts appearing on a voucher for payment.
2. Appoint accountable officials. Accountable officials are those individuals, military or civilian, who are designated in writing and are not otherwise accountable under applicable law, who provide source information, data or service to a certifying or disbursing officer in support of the payment process.

SECTION I.

1. Enter the name of the Commander/Appointing Authority.
2. Enter the Commander/Appointing Authority's title.
3. Enter the Commander/Appointing Authority's DoD Component/Organization location.
4. Enter the date the form is completed.
5. The Commander/Appointing Authority must place his or her legal signature in the block provided.

SECTION II.

6. Enter the Appointee's name.
7. Enter the Appointee's social security number.
8. Enter the Appointee's title.
9. - 11. Enter the name, complete address, and telephone number of the DoD Component/Organization activity to which appointed.
12. Enter the date the appointment is to be effective.
13. Mark X in the appropriate box indicating the purpose for the appointment.
14. Describe in detail the duties the Appointee will be required to perform, to include types of payments, records and vouchers for which authorized (specifying the applicable disbursing station symbol number(s) affected), and any other pertinent information.
15. List all regulations the Appointee must review and follow in order to adequately fulfill the requirements of the appointment.

SECTION III.

16. - 17. The Appointee shall print his or her name and enter his or her legal signature in the spaces provided.

SECTION IV.

Completing this section will terminate the original appointment as of the effective date. If partial authority is to be retained, a new DD Form 577 must be completed.
Mark X in the box provided to indicate the appointment is being revoked.

18. Enter the date the termination is effective.
19. The Appointee will initial in the space provided acknowledging revocation of the appointment.
20. - 22. The Commander/Appointing Authority must place his or her name, title and legal signature in the spaces provided.

DD FORM 577 (BACK), JAN 2004

Figure 212 2. DD Form 577, Appointment/Termination Record – Authorized Signature (Cont'd)

<u>PROMPT PAYMENT CERTIFICATION AND DEDUCTION</u> (DATES MUST BE IN YY-MM-DD FORMAT)	
INVOICE DATE: _____	
DATE INVOICE RECEIVED BY CERTIFYING ACTIVITY: _____	
DATE FORWARDED FOR PAYMENT: _____	
GROSS AMOUNT OF INVOICE: _____	
AMOUNT CERTIFIED FOR PAYMENT: _____	
ACCOUNTING DATA: _____	
CERTIFYING ACTIVITY'S UIC/DODAAC: _____	
DEDUCTION AMOUNT: _____	
REASON FOR DEDUCTION: _____	
CONTRACT NUMBER (PIIN): _____	
I CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ACCOUNTING DATA PROVIDED IS ACCURATE, AND THE ATTACHED INVOICE IS CORRECT AND PROPER FOR PAYMENT.	
_____ (SIGNATURE)	_____ (DATE)
_____ (PRINTED NAME AND TITLE)	
_____ (ACTIVITY)	_____ (PHONE NUMBER)
_____ (E-MAIL ADDRESS)	_____ (FAX NUMBER)

Figure 212-3. Prompt Payment Certification and Deduction

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